

**Office of the Attorney General**  
Human Resources  
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# JOB POSTING

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Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer offering a hybrid work model allowing for the possibility of working three remote days per week.

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## ***Administrative Process Manager*** ***Consumer Protection Division***

### **Summary**

Manage Office Administrative Processes. The Division receives more than 10,000 complaints each year, processing these complaints through procedures developed to ensure that the Division's handling of this high complaint volume is accurate, expeditious, informative, and fair for consumers.

### **Responsibilities:**

The Office Manager/Telephone Representatives Supervisor oversees these procedures, including:

- supervising data processing staff who are responsible for data
- entry for an average of 13,000 new complaints annually
- monitoring complaint process flow to prevent complaint backlogs
- prioritizing complaints for data entry, depending on volume
- supervising the File Intake & Administrative Data Processors to ensure data is accurately entered and expeditiously processed to deliver completed complaint intake files to appropriate mediation and litigation staff, and to ensure data is maintained consistently with Division document retention obligations
- conducting new staff on-boarding for administrative processes
- supporting resolution of Division Information Technology trouble tickets to ensure smooth and consistent operation of Division technology, including printers, copiers, personal computers, and other Division technology assets
- supervising distribution of Division mail, as well as routing errant mail to other Office divisions and sections
- identifying appropriate disposition of correspondence received by the Division but outside the Division's jurisdiction
- responding to communications from the Attorney General's Constituent Services division
- Supervise Telephone Representatives

### **Requirements:**

- High school diploma or equivalent GED
- Some college education or a reasonable amount of related experience preferred
- Excellent planning and organization skills
- Excellent communication skills both oral and written
- Excellent customer service skills
- Must act professionally and be a team player
- Ability to manage time and plan tasks to meet deadlines

- Typing and computer skills to include Time Matters, word documents, excel, database management, and other applicable software required
- Flexibility in multi-tasking and work assignments
- Ability to process high volume of data, documents and other information quickly and accurately
- Ability to work with or without supervision; independently and as a team